

**IDAHO TRANSPORTATION DEPARTMENT**

Division of Motor Vehicles • P.O. Box 7129
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January 16, 2007

To Whom It May Concern:

Purpose

The purpose of this notice is to request information from interested parties in regard to the Idaho Transportation Department (ITD), Division of Motor Vehicles (DMV) modernization vision. Information provided may be used to further define the DMV modernization approach. The replacement of core DMV business systems will be achieved in partnership with a vendor selected through a competitive bidding procedure.

This information conference will be held on February 9, 2007 @ 8:30 a.m. at ITD in the ITD Auditorium 3311 W. State Street, Boise, Idaho 83703. Interested parties must appear in person. Participation in this conference is voluntary.

Please contact Elise Rising @ 208-334-4443, or email her at Elise.Rising@itd.idaho.gov by January 31, 2007 to advise her as to how many people from your company will be attending the session.

This announcement summarizes the modernization intent and content of what will be presented by DMV at the Information Exchange Session. This notice, along with additional presentation and supporting materials to be used at that session will be posted at the ITD web site www.itd.idaho.gov, *Doing Business with ITD/Bid information-Non Highway Construction Projects*. The purpose of the session is for ITD DMV to present its DMV modernization plans, have interested parties provide comment as to the viability of those plans, and to suggest possible ways to enhance it.

Comments, suggestions, questions and answers will not be recorded during the session. Attendees are encouraged to provide additional input directly to Shannon Barnes, ITD DMV Modernization Program Administrator by responding to the specific comments areas found at the end of the RFI along with any other comments and suggestions for a two-week period following the session. If you feel your feedback contains confidential information or trade secrets, please identify either in part or whole those responses accordingly, and ITD DMV will treat that information as such. Shannon Barnes can be reached at 207-334-8771, or Shannon.Barnes@itd.idaho.gov.

Background

The ITD DMV's overall mission clearly states that the DMV is chartered to meet the needs and expectations of motor vehicle customers, and of the County Sheriffs and Assessors who work as their agents by *efficiently* managing the delivery of DMV services. However, aging technology makes it increasingly difficult for the ITD DMV to meet the needs of the citizens of Idaho and key stakeholders. In order for the DMV to provide first class services to customers, substantial process improvements and technical upgrades will be required.

In developing the modernization options and recommendations, thorough analysis was given to each option to ensure the solution recommendation would satisfy fundamental objectives of the ITD DMV modernization vision, which are:

- 1) Provide DMV Services, Anytime Anywhere,
 - 2) Achieve One Customer, One Record and;
 - 3) Safeguard Citizens and Secure the Technology
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The Division of Motor Vehicles has been moving ahead on its modernization plans over the last 18 months. In 2005, ITD issued a Request for Information inviting interested vendors to present their ideas on the outsourcing of DMV's automated systems. Separately, contractors were engaged to assist DMV in developing the business requirements for the replacement of DMV's automated systems.

In 2006, IBM was contracted to assist DMV in completing the requirements definition phase and will act in an advisory capacity in the procurement and implementation phases. Other modernization activities included the piloting of automated Driver License Test Stations and print-on-demand vehicle registration materials and partnering with Idaho's State Controller's Office in hosting and managing DMV's legacy mainframe systems.

In 2007, DMV has planned and funded a broad range of modernization projects. For example, the communications infrastructure supporting all service delivery locations is scheduled for upgrade. DMV data cleansing activities will begin, planning for the central issuance of driver's licenses, implementation of digital license plates and the procurement of a document management solution will be planned.

The largest initiative and focus of the upcoming Information Exchange Session will be to replace the core DMV automated systems encompassing all aspects of driver licensing and vehicle title, registration, and lien management. As had been envisioned from the beginning, DMV does not want to develop a system, but rather wants to partner with a vendor that can provide an existing system to fit the needs of the DMV.

Business Function Scope

In summary, the process areas supported by the automated systems to be replaced cover the core functions of typical motor vehicle agencies. In Idaho, these processes include:

Credentialing – The processing and issuance of Driver Licenses, Permits and Identification Cards

Driver Control – Encompasses the recording and tracking of driving histories of Idaho motorists and appropriate motorists from other jurisdictions. Activities include posting/imposing withdrawals of driving privileges, posting and maintaining records of convictions/actions from Idaho and other jurisdictions, updating financial responsibility records (insurance), sharing information with appropriate parties, and providing administrative remedy for grievances and supplying certified copies of driving records and supporting documents to authorized requesters.

Vehicle Ownership - The process of issuing, tracking, and maintaining ownership documents (titles) for vehicles

Vehicle Registration - The County and Motor Carrier (Full Fee /IRP) Registration processes cover the activities associated with the application and granting of registration credentials for all commercial and non-commercial vehicles.

Permitting - The Permitting process covers granting specific operating authority to various types of commercial customers, managing their points of entry, and routing for special and non-reducible loads.

Dealer Operations – This process covers the activities and information associated with credentialing of dealerships and motor vehicle sales personnel operating in Idaho, and observing, monitoring, and reporting the effectiveness and compliance with Idaho Dealer operation requirements

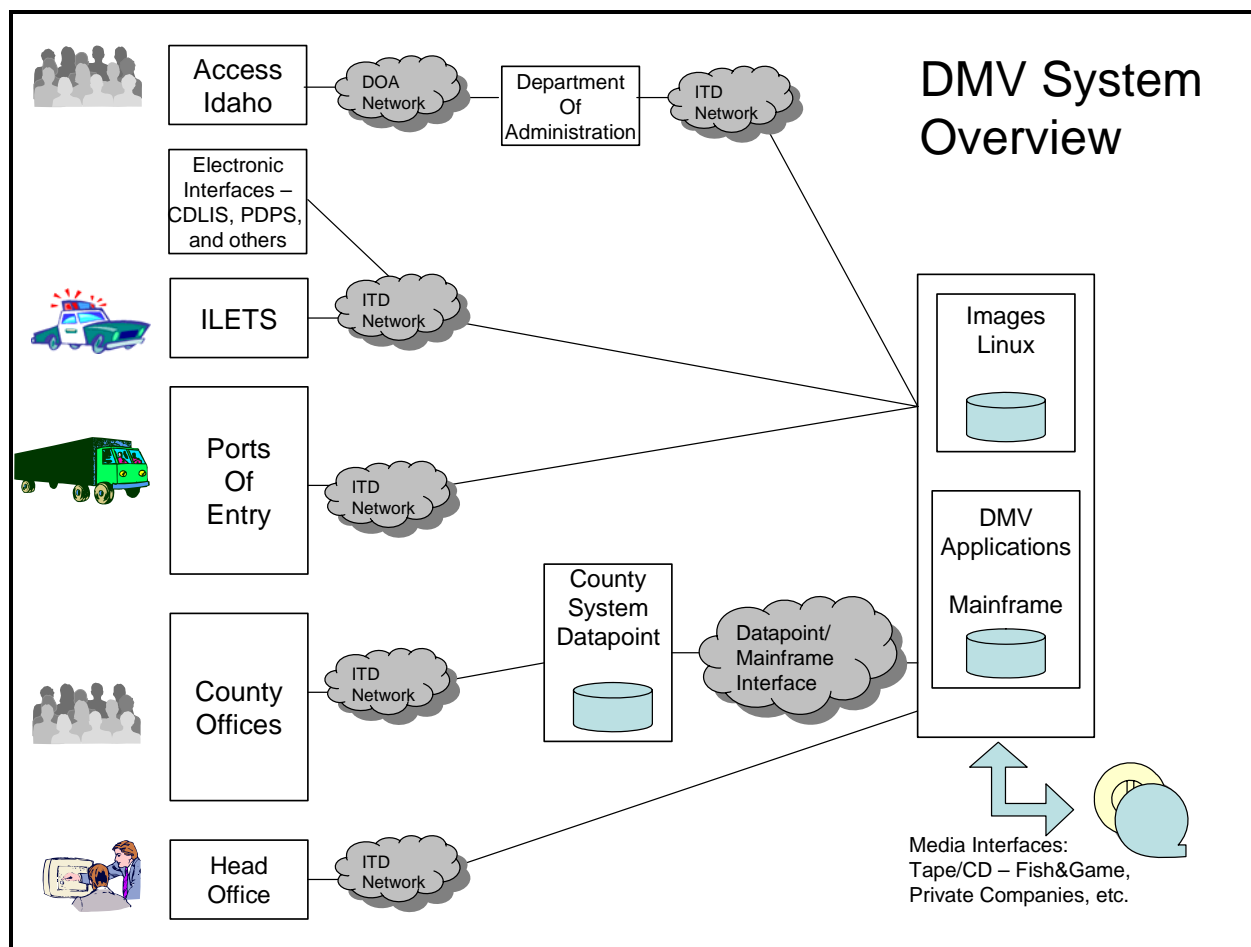
Financial Controls – This process covers the entire flow of money through the various client facing points of sale in County offices, ITD DMV processing, and reconciliation in ITD Financial Services Unit.

Inventory Control - ITD Supply maintains a central warehouse with inventory control of all DMV plates, forms, and supplies using the ITD AMS system. Separately, each county location and DMV operation maintains a supply of inventory-controlled items issued by ITD Supply.

The future vision of these process areas will be reviewed in more detail at the Information Exchange Session.

Technical Overview

The following diagram and component descriptions provide a high-level overview of the current application infrastructure environment.



Access Idaho: Access Idaho provides public access to DMV services via the Internet and provides online interface mechanisms for DMV partners (particularly Choicepoint). Access Idaho is operated by Idaho Information Consortium (IIC), a subsidiary of a publicly-traded company, NIC, Inc.

Other electronic interfaces: There are various direct, electronic interfaces to DMV application systems. These interfaces provide data exchange with DMV, and include systems such as CDLIS (Commercial Driver's License Program), PDPS (Problem Driver Point System), Idaho Court System, Insurance Companies, Social Security Administration (SSA), and others. Some of these interfaces are real-time exchanges; others are batched and transmitted overnight.

Idaho State Police (ISP): Idaho Law Enforcement Telecommunications System (ILETS): ISP is a consumer of ITD data. ISP specifically uses Driver, Vehicle, Dealer/Salesperson, and Commercial Vehicle Crash data. In

many instances, these data are used by the police force on a real time basis – any time and any where throughout the state of Idaho.

Ports of Entry: ITD has 18 Port of Entry (POE) offices throughout the state. These POE offices need to access DMV systems, and are connected to ITD's data center through ITD network facilities. These facilities include 56 KB lines, T1 circuits, and wireless network using the state microwave system.

County Offices: The public can access DMV services through 112 county offices throughout the state. There are DMV machines at these offices – workstations, printers and digital photograph facilities. These offices are connected using ITD networks, with a range of bandwidths and equipments.

ITD/DMV Head Office: Significant DMV transactions are completed at the ITD head office. To support these activities, terminals/printers/networks are installed throughout the head office building to provide central facilities for DMV staff.

Networks: All users described above access the DMV application systems through various networks. For most users such as ILETs, POE, County Offices, Head Office, and various interfaces, these networks are provided by ITD. Networking facilities include network devices (routers, switches, and hubs), security devices (firewalls, intrusion detection devices, and monitoring tools) and circuit connections (Asynchronous Transfer Mode (ATM), Frame Relays, T1, and others). For Access Idaho only, network access passes through the Department of Administration (DOA) facilities prior to entering ITD networks. Once entered, user requests are routed through various servers, some of which are located at the ITD computer room; others are forwarded to external server locations.

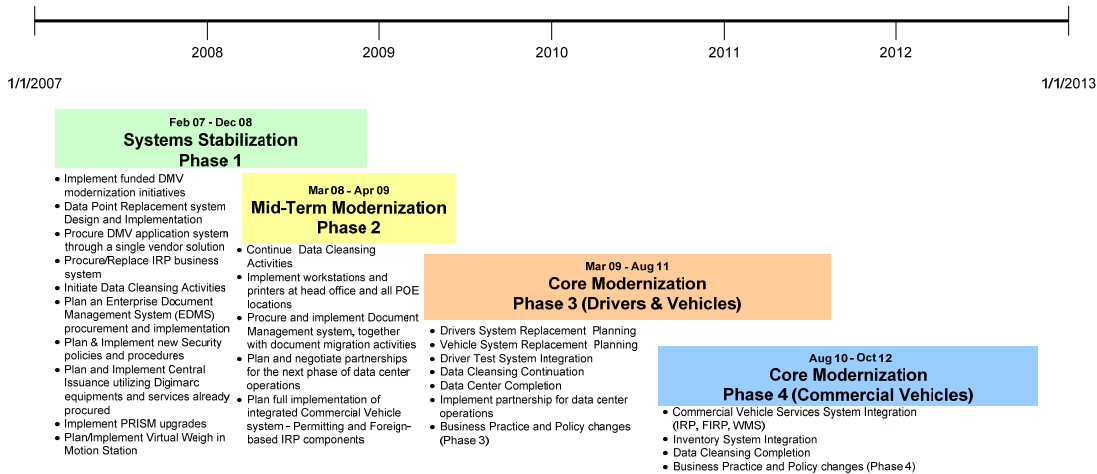
County System: The majority of driver and vehicle business transactions are processed through what is referred to as the "County System". Other transactions are also processed at ITD's main office in Boise. The County System includes application programs and data files that were developed over 20 years ago. It interacts directly with the screens and terminals located at County Offices. It also provides business logic and underlying customer data during the interactions and, in many cases, communicates with other DMV application systems residing on the mainframe to complete the business transactions. The County System runs on software provided by Datapoint Corporation and on hardware using Dell Intel-based servers.

Mainframe System: Mainframe-based DMV application systems provide core business functions and data for all DMV users. These application systems are accessed either directly by users (POE, Head Office), or indirectly through other application systems (Access Idaho, ILETs, County System). The Mainframe systems were developed over 20 years ago and use mainframe-based technologies such as: CICS, for real-time access; COBOL, for application program development; and Datacom, for database storage and access. The mainframe systems also create data on physical media (tape cartridges, zip disks, CDs) for external interfaces. These interfaces include jury lists for counties, Department of Fish and Game, and others. Effective October 14, 2006, the mainframe was relocated from ITD computer room to State Controller's Office (SCO). Over the next six months, the operation and support of the computer system facilities will be transferred from ITD to State Controllers' Office personnel.

Modernization Roadmap

After much analysis of priority business needs and funding requirements, DMV has developed a long-range modernization strategy that balances providing enhanced services, moving towards compliance with REAL ID requirements and available funding. The strategy is illustrated below and will be discussed in more detail at the session.

DMV Modernization Implementation Road Map



Information Session Details

Date: Friday, February 9, 2007
8:30 – 11:30 MST

Location: ITD Auditorium
3311 West State Street
Boise, Idaho

Agenda

8:30 – 8:45	Sign-In / Information Packet Distribution
Opening Remarks	Alan Frew, DMV Administrator
Overview of Modernization Vision	Shannon Barnes, DMV Program Administrator
ITD DMV Modernization Roadmap	Shannon Barnes, DMV Program Administrator
Core DMV Process Reviews	Tyler Zundel, DMV Program Office
Request for Proposal Process	Tina Klamt, ITD Purchasing Agent
Process to Submit Comments	Shannon Barnes, DMV Program Administrator
Open Question & Answers	

The final agenda and supporting presentation materials will be posted to the ITD web site at www.itd.idaho.gov by January 22, 2007. For logistics questions, please contact Elise Rising at 208-334-4443, or email her at Elise.Rising@itd.idaho.gov.

Specific Comment Areas

We look forward to your views and discussion of our modernization thinking, and value your feedback before we begin the official procurement phase. As you review the materials on the web site, and have the opportunity to discuss with us these plans, there are a few specific areas we would like your feedback. If your feedback contains confidential information or trade secrets, please identify either in part or whole those responses accordingly, and ITD DMV will treat that information as such.

1. In considering the long range DMV operational and technical vision that ITD has established, are there any:
 - a. Functional or technical aspects that need additional clarity for you to understand the eventual end-state ITD DMV is moving towards?
 - b. Areas that could be articulated better?
2. In considering the overall modernization strategy, one that calls for phased acquisition and implementation of various point solutions (e.g., document management, front-end POS, infrastructure improvements) leading to an eventual integration, what if anything would you change, or suggest as being unnecessarily risky, expensive, or inefficient?
3. In reviewing the Modernization Roadmap and timelines, are there any projects or phases that you would change, or suggest alternatives?

Thank you for your consideration.

Sincerely,

Tina Klamt
ITD Purchasing Agent
Business and Support Management